

HARD DRIVE DATA RECOVERY

USER LOSES PERSONAL DATA AFTER REFORMATTING WD BLACK HDD

CLIENT

Phil Harris of Sacramento, California, contacted Secure Data Recovery Services through one of our local partners. He had formatted the hard drive in his desktop computer before realizing that he'd failed to backup important personal documents, images, and video files still located on the drive.

HARDWARE

Mr. Harris uses a 2 TB Western Digital WD Black Performance Desktop internal hard drive optimized for high performance amid heavy computing operations. The HDD was configured for use with Windows PCs.

CAUSE OF DATA LOSS

Accidental deletion or drive reformatting are common data loss scenarios. Users act before verifying that their data is safely backed up elsewhere. In this instance, Mr. Harris reformatted his desktop hard drive before safely exporting his personal files. File deletion and formatting can often result in permanent data loss. Fortunately, our data recovery engineers specialize in complex recovery processes involving logical failures. They also have intricate knowledge of the full WD product line of HDDs, SSDs, RAIDs, and NAS systems.

DATA RECOVERY

After taking possession of the formatted WD Black HDD at our data recovery center, our expert technicians successfully imaged the drive in a certified Class 10 ISO cleanroom. Next, they scanned the contents of the entire file system to identify all available data. Using custom utilities, they isolated all user data affected by the drive formatting and extracted the files to our secure storage server.

OUTCOME

File deletions and formatting can cause devastating data loss if users don't take immediate action. In either case, we recommend immediately powering down the drive and contacting a professional data recovery provider. The longer you wait, the less likely you are to regain access to your lost files. Our engineers successfully restored all Mr. Harris' personal files, amounting to about 1.4 TB and securely stored them on a customer-supplied transfer drive for return shipment.

As a Western Digital Platinum Data Recovery Partner, Secure



Data Recovery Services has extensive experience with all WD products. Our data recovery operations will also never threaten any existing manufacturing warranties. WD customers can be confident that their data and their hardware are safe in our hands.

In addition to receiving a 15% discount on all professional data recovery services, WD customers get a free diagnostic and a no-obligation price quote before any work is performed. Our skilled engineers maintain an industry-high 96% successful recovery rate. If for any reason they can't recover your data, you pay nothing. That's our "no data, no recovery fee" guarantee.

If you accidentally delete a file or format your drive before backing up its contents, don't lose hope. Secure Data Recovery Services has driven innovation in professional data recovery for more than a decade. Stop using your drive and call us at 800-388-1266.

We offer a range of data recovery options, including 24/7 emergency service. We also have more than 250 partner locations across North America, so a successful recovery is just around the corner.

Phil Harris
Sacramento, CA